

**OFFICIAL FILE**  
**ILLINOIS COMMERCE COMMISSION**  
**FORMAL COMPLAINT**  
 Illinois Commerce Commission  
 527 E. Capitol Avenue  
 Springfield, Illinois 62701

For Commission Use Only:  
 Case: 08-0509

**ORIGINAL**

Regarding a complaint by (Person making the complaint): Jim Fisher

Against (Utility name): Ameren Cilco

As to (Reason for complaint): Deceptive practices:  
Misc charges  
Failure to refund deposits  
Cutting/interrupting service to parties not associated  
with case

in Peoria Illinois.

CHIEF CLERK'S OFFICE  
 2008 AUG 27 11:08  
 CONFERENCE ROOM  
 ILLINOIS COMMERCE COMMISSION

**TO THE ILLINOIS COMMERCE COMMISSION, SPRINGFIELD, ILLINOIS:**

My mailing address is PO Box 441 Hudson, IL 61748

The service address that I am complaining about is 1212 NE Adams St Peoria, IL

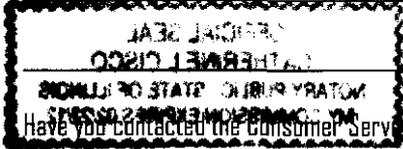
My home telephone is (309) 726-1524

Between 8:30 A.M. and 5:00 P.M. weekdays, I can be reached at [ ]

My e-mail address is \_\_\_\_\_ I will accept documents by electronic means (e-mail)  Yes  No

(Full name of utility company) Ameren Cilco (respondent) is a public utility and is subject to the provisions of the Illinois Public Utilities Act.

In the space below, list the specific section of the law, Commission rule(s), or utility tariffs that you think is involved with your complaint.  
280.70.D refund of deposit  
280.70.F Records of deposit



Have you contacted the Consumer Services Division of the Illinois Commerce Commission about your complaint?  Yes  No

Has your complaint filed with that office been closed?  Yes  No

Please state your complaint briefly. Number each of the paragraphs. Please include time period and dollar amounts involved with your complaint. Use an extra sheet of paper if needed.

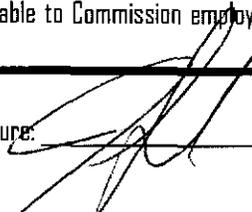
- 1 Dec 2007 "misc" ~~changes~~ changes showing up on statement
- 2 Commercial account for residence
- 3 ICC complaint inquiries results in onsite inspection for which I had to take vacation day to "attend"
- 4 upon Ammen determination that an apt was "commercial" I agree to bring the account current while the deposit issue was being investigated by ICC. Suzanne Murphy agrees to this then applies my payment to deposits and shut off the service to a Tenant.
5. Refuses my deposit they are currently holding over \$2000<sup>00</sup> in deposits without providing any records or accounting of such deposits.
6. provides personal information to 3rd parties

Please clearly state what you want the Commission to do in this case:

Refund deposits

**NOTICE:** If personal information (such as a social security number or a bank account number) is contained in this complaint form or provided later in this proceeding, you should submit both a public copy and a confidential copy of the document. Any personal information contained in the public copy should be obscured or removed from the document prior to its submission to the Chief Clerk's office. Any personal information contained in the confidential copy should remain legible. If personal information is provided in your public copy, be advised that it will be available on the internet through the Commission's e-Docket website. The confidential copy of any filing you make, however, will only be available to Commission employees. If you file both a public and confidential version of a document, clearly mark them as such.

Today's Date: 25 Aug 08  
(Month, day, year)

Complainant's Signature: 

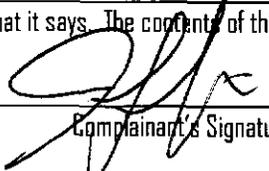
If an attorney will represent you, please give the attorney's name, address, telephone number, and e-mail address.

When you finish filling out this complaint form, you need to file the original with the Commission's Chief Clerk. When filing the original complaint, be sure to include one copy of the original complaint for each utility company complained about (referred to as respondents).

**VERIFICATION**

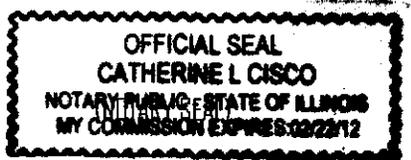
A notary public must witness the completion of this part of the form.

I, Juni Fisher, Complainant, first being duly sworn, say that I have read the above petition and know what it says. The contents of this petition are true to the best of my knowledge.

  
Complainant's Signature

Subscribed and sworn/affirmed to before me on (month, day, year) 8-25-2008

Catherine L. Cisco  
Signature, Notary Public, Illinois



**NOTE:** Failure to answer all of the questions on this form may result in this form being returned without processing.